

SO. CAL. EQUAL ACCESS GROUP
Jason J. Kim (SBN 190246)
Jason Yoon (SBN 306137)
Kevin Hong (SBN 299040)
101 S. Western Ave., Second Floor
Los Angeles, CA 90004
Telephone: (213) 252-8008
Facsimile: (213) 252-8009
cm@SoCalEAG.com

Attorneys for Plaintiff
ROBERT CAULEY

**UNITED STATES DISTRICT COURT
CENTRAL DISTRICT OF CALIFORNIA**

ROBERT CAULEY,
Plaintiff,
vs.

KHANGTETSANG KELSANG D/B/A EL
PAISANO MARKET; KAY MENDOZA,
AS TRUSTEE OF THE KAY MENDOZA
FAMILY TRUST; and DOES 1 to 10,
Defendants.

Case No.:

COMPLAINT FOR INJUNCTIVE
RELIEF AND DAMAGES FOR DENIAL
OF CIVIL RIGHTS OF A DISABLED
PERSON IN VIOLATIONS OF

1. AMERICANS WITH DISABILITIES
ACT, 42 U.S.C. §12131 et seq.;

2. CALIFORNIA'S UNRUH CIVIL
RIGHTS ACT;

3. CALIFORNIA'S DISABLED
PERSONS ACT;

4. CALIFORNIA HEALTH & SAFETY
CODE;

5. NEGLIGENCE

Plaintiff ROBERT CAULEY ("Plaintiff") complains of Defendants
KHANGTETSANG KELSANG D/B/A EL PAISANO MARKET; KAY MENDOZA,
AS TRUSTEE OF THE KAY MENDOZA FAMILY TRUST; and DOES 1 to 10
("Defendants") and alleges as follows:

PARTIES

1
2 1. Plaintiff is a California resident with a physical disability. Plaintiff suffers
3 from paraplegia due to T5 and T6 vertebrae spinal cord injury and is substantially limited
4 in his ability to walk. Plaintiff requires the use of a wheelchair at all times when traveling
5 in public.

6 2. Defendants are, or were at the time of the incident, the real property owners,
7 business operators, lessors and/or lessees of the real property for a grocery store
8 (“Business”) located at or about 245 W. Pacific Coast Hwy., Long Beach, California.

9 3. The true names and capacities, whether individual, corporate, associate or
10 otherwise of Defendant DOES 1 through 10, and each of them, are unknown to Plaintiff,
11 who therefore sues said Defendants by such fictitious names. Plaintiff will ask leave of
12 Court to amend this Complaint when the true names and capacities have been
13 ascertained. Plaintiff is informed and believes, and, based thereon, alleges that each such
14 fictitiously named Defendants are responsible in some manner, and therefore, liable to
15 Plaintiff for the acts herein alleged.

16 4. Plaintiff is informed and believes, and thereon alleges that, at all relevant
17 times, each of the Defendants was the agent, employee, or alter-ego of each of the other
18 Defendants, and/or was acting in concert with each of the other Defendants, and in doing
19 the things alleged herein was acting with the knowledge and consent of the other
20 Defendants and within the course and scope of such agency or employment relationship.

21 5. Whenever and wherever reference is made in this Complaint to any act or
22 failure to act by a defendant or Defendants, such allegations and references shall also be
23 deemed to mean the acts and failures to act of each Defendant acting individually, jointly
24 and severally.

JURISDICTION AND VENUE

25
26 6. The Court has jurisdiction of this action pursuant to 28 USC §§ 1331 and
27 1343 for violation of the Americans with Disabilities Act of 1990, (42 USC §12101, *et*
28 *seq.*).

7. Pursuant to pendant jurisdiction, attendant and related causes of action, arising from the same nucleus of operating facts, are also brought under California law, including, but not limited to, violations of California Civil Code §§51, 51.5, 52(a), 52.1, 54, 54., 54.3 and 55.

8. Plaintiff's claims are authorized by 28 USC §§ 2201 and 2202.

9. Venue is proper in this court pursuant to 28 USC §1391(b). The real property which is the subject of this action is located in this district, Los Angeles County, California, and that all actions complained of herein take place in this district.

FACTUAL ALLEGATIONS

10. In or about September of 2023, Plaintiff went to the Business.

11. The Business is a grocery store business establishment, open to the public, and is a place of public accommodation that affects commerce through its operation. Defendants provide parking spaces for customers.

12. While attempting to enter the Business during each visit, Plaintiff personally encountered a number of barriers that interfered with his ability to use and enjoy the goods, services, privileges, and accommodations offered at the Business.

13. To the extent of Plaintiff's personal knowledge, the barriers at the Business included, but were not limited to, the following:

a. Defendants failed to comply with the federal and state standards for the parking space designated for persons with disabilities. Defendants failed to post required signage such as “Van Accessible,” and “Unauthorized Parking.”

b. Defendants failed to comply with the federal and state standards for the parking space designated for persons with disabilities. Defendants failed to provide proper van accessible space designated for the persons with disabilities as the “NO PARKING” markings painted on the surface of the access aisle were severely deteriorated, hindering visibility.

1 c. Defendants failed to maintain the parking space designated for
2 persons with disabilities to comply with the federal and state
3 standards. Defendants failed to maintain the mark on the space with
4 the International Symbol of Accessibility.

5 d. Defendants failed to comply with the federal and state standards for
6 the parking space designated for persons with disabilities. Defendants
7 failed to provide an access aisle with level surface slope as there was a
8 permanent ramp installed within the boundary of the access aisle.

9 14. These barriers and conditions denied Plaintiff the full and equal access to the
10 Business and caused Plaintiff difficulty and frustration. Plaintiff wishes to return and
11 patronize the Business; however, Plaintiff is deterred from visiting the Business because
12 his knowledge of these violations prevents him from returning until the barriers are
13 removed.

14 15. Based on the violations, Plaintiff alleges, on information and belief, that
15 there are additional barriers to accessibility at the Business after further site inspection.
16 Plaintiff seeks to have all barriers related to his disability remedied. *See Doran v. 7-*
17 *Eleven, Inc.* 524 F.3d 1034 (9th Cir. 2008).

18 16. In addition, Plaintiff alleges, on information and belief, that Defendants
19 knew that particular barriers render the Business inaccessible, violate state and federal
20 law, and interfere with access for the physically disabled.

21 17. At all relevant times, Defendants had and still have control and dominion
22 over the conditions at this location and had and still have the financial resources to
23 remove these barriers without much difficulty or expenses to make the Business
24 accessible to the physically disabled in compliance with ADDAG and Title 24
25 regulations. Defendants have not removed such barriers and have not modified the
26 Business to conform to accessibility regulations.

27 //

28 //

FIRST CAUSE OF ACTION

VIOLATION OF THE AMERICANS WITH DISABILITIES ACT OF 1990

18. Plaintiff incorporates by reference each of the allegations in all prior paragraphs in this complaint.

19. Under the Americans with Disabilities Act of 1990 (“ADA”), no individual shall be discriminated against on the basis of disability in the full and equal enjoyment of the goods, services, facilities, privileges, advantages, or accommodations of any place of public accommodation by any person who owns, leases, or leases to, or operates a place of public accommodation. *See* 42 U.S.C. § 12182(a).

20. Discrimination, *inter alia*, includes:

- a. A failure to make reasonable modification in policies, practices, or procedures, when such modifications are necessary to afford such goods, services, facilities, privileges, advantages, or accommodations to individuals with disabilities, unless the entity can demonstrate that making such modifications would fundamentally alter the nature of such goods, services, facilities, privileges, advantages, or accommodations. 42 U.S.C. § 12182(b)(2)(A)(ii).
- b. A failure to take such steps as may be necessary to ensure that no individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids and services, unless the entity can demonstrate that taking such steps would fundamentally alter the nature of the good, service, facility, privilege, advantage, or accommodation being offered or would result in an undue burden. 42 U.S.C. § 12182(b)(2)(A)(iii).
- c. A failure to remove architectural barriers, and communication barriers that are structural in nature, in existing facilities, and transportation barriers in existing vehicles and rail passenger cars used by an

establishment for transporting individuals (not including barriers that can only be removed through the retrofitting of vehicles or rail passenger cars by the installation of a hydraulic or other lift), where such removal is readily achievable. 42 U.S.C. § 12182(b)(2)(A)(iv).

- d. A failure to make alterations in such a manner that, to the maximum extent feasible, the altered portions of the facility are readily accessible to and usable by individuals with disabilities, including individuals who use wheelchairs or to ensure that, to the maximum extent feasible, the path of travel to the altered area and the bathrooms, telephones, and drinking fountains serving the altered area, are readily accessible to and usable by individuals with disabilities where such alterations to the path or travel or the bathrooms, telephones, and drinking fountains serving the altered area are not disproportionate to the overall alterations in terms of cost and scope. 42 U.S.C. § 12183(a)(2).

21. Where parking spaces are provided, accessible parking spaces shall be provided. 1991 ADA Standards § 4.1.2(5); 2010 ADA Standards § 208. One in every eight accessible spaces, but not less than one, shall be served by an access aisle 96 in (2440 mm) wide minimum and shall be designated “van accessible.” 1991 ADA Standards § 4.1.2(5)(b). For every six or fraction of six parking spaces, at least one shall be a van accessible parking space. 2010 ADA Standards § 208.2.4.

22. Under the ADA, the method and color of marking are to be addressed by State or local laws or regulations. See 36 C.F.R., Part 1191. Under the California Building Code (“CBC”), the parking space identification signs shall include the International Symbol of Accessibility. Parking identification signs shall be reflectorized with a minimum area of 70 square inches. Additional language or an additional sign below the International Symbol of Accessibility shall state “Minimum Fine \$250.” A parking space identification sign shall be permanently posted immediately adjacent and

1 visible from each parking space, shall be located with its centerline a maximum of 12
2 inches from the centerline of the parking space and may be posted on a wall at the
3 interior end of the parking space. See CBC § 11B-502.6, et seq.

4 23. Moreover, an additional sign shall be posted either in a conspicuous place at
5 each entrance to an off-street parking facility or immediately adjacent to on-site
6 accessible parking and visible from each parking space. The additional sign shall not be
7 less than 17 inches wide by 22 inches high. The additional sign shall clearly state in
8 letters with a minimum height of 1 inch the following: "Unauthorized vehicles parked in
9 designated accessible spaces not displaying distinguishing placards or special license
10 plates issued for persons with disabilities will be towed always at the owner's expense..."
11 See CBC § 11B-502.8, et seq.

12 24. Here, Defendants failed to provide the sign stating "Van Accessible."
13 Moreover, Defendants failed to provide the additional sign with the specific language
14 stating "Unauthorized vehicles parked in designated accessible spaces not displaying
15 distinguishing placards or special license plates issued for persons with disabilities will
16 be towed always at the owner's expense..."

17 25. For the parking spaces, access aisles shall be marked with a blue painted
18 borderline around their perimeter. The area within the blue borderlines shall be marked
19 with hatched lines a maximum of 36 inches (914 mm) on center in a color contrasting
20 with that of the aisle surface, preferably blue or white. The words "NO PARKING" shall
21 be painted on the surface within each access aisle in white letters a minimum of 12 inches
22 (305 mm) in height and located to be visible from the adjacent vehicular way. CBC §
23 11B-502.3.3.

24 26. Here, Defendants failed to provide a proper access aisle as the "NO
25 PARKING" markings were severely deteriorated, hindering visibility.

26 27. The surface of each accessible car and van space shall have surface
27 identification complying with either of the following options: The outline of a profile
28 view of a wheelchair with occupant in white on a blue background a minimum 36" wide

1 by 36" high (914 mm x 914 mm). The centerline of the profile view shall be a maximum
2 of 6 inches (152 mm) from the centerline of the parking space, its sides parallel to the
3 length of the parking space and its lower side or corner aligned with the end of the
4 parking space length or by outlining or painting the parking space in blue and outlining
5 on the ground in white or a suitable contrasting color a profile view of a wheel chair with
6 occupant. See CBC § 11B-502.6.4, et seq.

7 28. Here, Defendants failed to maintain the paint of the International Symbol of
8 Accessibility on the surface as required.

9 29. Under the 1991 Standards, parking spaces and access aisles must be level
10 with surface slopes not exceeding 1:50 (2%) in all directions. 1991 Standards § 4.6.2.
11 Accessible parking spaces shall be at least 96 in (2440 mm) wide. Parking access aisles
12 shall be part of an accessible route to the building or facility entrance and shall comply
13 with 4.3. Two accessible parking spaces may share a common access aisle. Parked
14 vehicle overhangs shall not reduce the clear width of an accessible route. Parking spaces
15 and access aisles shall be level with surface slopes not exceeding 1:50 (2%) in all
16 directions. 1991 Standards § 4.6.3.

17 30. Here, the access aisle is not level with the parking spaces as there was a
18 permanent ramp installed within the boundary of the access aisle. Under the 2010
19 Standards, access aisles shall be at the same level as the parking spaces they serve.
20 Changes in level are not permitted. 2010 Standards § 502.4. "Access aisles are required
21 to be nearly level in all directions to provide a surface for transfer to and from vehicles."
22 2010 Standards § 502.4 Advisory. Id. No more than a 1:48 slope is permitted.

23 31. A public accommodation shall maintain in operable working condition those
24 features of facilities and equipment that are required to be readily accessible to and usable
25 by persons with disabilities by the Act or this part. 28 C.F.R. 35.211(a).

26 32. By failing to maintain the facility to be readily accessible and usable by
27 Plaintiff, Defendants are in violation of Plaintiff's rights under the ADA and its related
28 regulations.

1 33. The Business has denied and continues to deny full and equal access to
2 Plaintiff and to other people with disabilities. Plaintiff has been and will continue to be
3 discriminated against due to the lack of accessible facilities, and therefore, seeks
4 injunctive relief to alter facilities to make such facilities readily accessible to and usable
5 by individuals with disabilities.

6 **SECOND CAUSE OF ACTION**

7 **VIOLATION OF THE UNRUH CIVIL RIGHTS ACT**

8 34. Plaintiff incorporates by reference each of the allegations in all prior
9 paragraphs in this complaint.

10 35. California Civil Code § 51 states, “All persons within the jurisdiction of this
11 state are free and equal, and no matter what their sex, race, color, religion, ancestry,
12 national origin, disability, medical condition, genetic information, marital status, sexual
13 orientation, citizenship, primary language, or immigration status are entitled to the full
14 and equal accommodations, advantages, facilities, privileges, or services in all business
15 establishments of every kind whatsoever.”

16 36. California Civil Code § 52 states, “Whoever denies, aids or incites a denial,
17 or make any discrimination or distinction contrary to Section 51, 51.5, or 51.6, is liable
18 for each and every offense for the actual damages, and any amount that may be
19 determined by a jury, or a court sitting without a jury, up to a maximum of three times the
20 amount of actual damage but in no case less than four thousand dollars (\$4,000) and any
21 attorney’s fees that may be determined by the court in addition thereto, suffered by any
22 person denied the rights provided in Section 51, 51.5, or 51.6.

23 37. California Civil Code § 51(f) specifies, “a violation of the right of any
24 individual under federal Americans with Disabilities Act of 1990 (Public Law 101-336)
25 shall also constitute a violation of this section.”

26 38. The actions and omissions of Defendants alleged herein constitute a denial
27 of full and equal accommodation, advantages, facilities, privileges, or services by
28 physically disabled persons within the meaning of California Civil Code §§ 51 and 52.

1 Defendants have discriminated against Plaintiff in violation of California Civil Code §§
2 51 and 52.

3 39. The violations of the Unruh Civil Rights Act caused Plaintiff to experience
4 difficulty, discomfort, or embarrassment. The Defendants are also liable for statutory
5 damages as specified in California Civil Code §55.56(a)-(c).

6 **THIRD CAUSE OF ACTION**

7 **VIOLATION OF CALIFORNIA DISABLED PERSONS ACT**

8 40. Plaintiff incorporates by reference each of the allegations in all prior
9 paragraphs in this complaint.

10 41. California Civil Code § 54.1(a) states, “Individuals with disabilities shall be
11 entitled to full and equal access, as other members of the general public, to
12 accommodations, advantages, facilities, medical facilities, including hospitals, clinics,
13 and physicians’ offices, and privileges of all common carriers, airplanes, motor vehicles,
14 railroad trains, motorbuses, streetcars, boats, or any other public conveyances or modes
15 of transportation (whether private, public, franchised, licensed, contracted, or otherwise
16 provided), telephone facilities, adoption agencies, private schools, hotels, loading places,
17 places of public accommodations, amusement, or resort, and other places in which the
18 general public is invited, subject only to the conditions and limitations established by
19 law, or state or federal regulation, and applicable alike to all persons.

20 42. California Civil Code § 54.3(a) states, “Any person or persons, firm or
21 corporation who denies or interferes with admittance to or enjoyment of public facilities
22 as specified in Sections 54 and 54.1 or otherwise interferes with the rights of an
23 individual with a disability under Sections 54, 54.1 and 54.2 is liable for each offense for
24 the actual damages, and any amount as may be determined by a jury, or a court sitting
25 without a jury, up to a maximum of three times the amount of actual damages but in no
26 case less than one thousand dollars (\$1,000) and any attorney’s fees that may be
27 determined by the court in addition thereto, suffered by any person denied the rights
28 provided in Section 54, 54.1, and 54.2.

1 43. California Civil Code § 54(d) specifies, “a violation of the right of an
2 individual under Americans with Disabilities Act of 1990 (Public Law 101-336) also
3 constitute a violation of this section, and nothing in this section shall be construed to limit
4 the access of any person in violation of that act.

5 44. The actions and omissions of Defendants alleged herein constitute a denial
6 of full and equal accommodation, advantages, and facilities by physically disabled
7 persons within the meaning of California Civil Code § 54. Defendants have
8 discriminated against Plaintiff in violation of California Civil Code § 54.

9 45. The violations of the California Disabled Persons Act caused Plaintiff to
10 experience difficulty, discomfort, and embarrassment. The Defendants are also liable for
11 statutory damages as specified in California Civil Code §55.56(a)-(c).

12 **FOURTH CAUSE OF ACTION**

13 **CALIFORNIA HEALTH & SAFETY CODE § 19955, et seq.**

14 46. Plaintiff incorporates by reference each of the allegations in all prior
15 paragraphs in this complaint.

16 47. Plaintiff and other similar physically disabled persons who require the use of
17 a wheelchair are unable to use public facilities on a “full and equal” basis unless each
18 such facility is in compliance with the provisions of California Health & Safety Code §
19 19955 et seq. Plaintiff is a member of the public whose rights are protected by the
20 provisions of California Health & Safety Code § 19955 et seq.

21 48. The purpose of California Health & Safety Code § 1995 et seq. is to ensure
22 that public accommodations or facilities constructed in this state with private funds
23 adhere to the provisions of Chapter 7 (commencing with Section 4450) of Division 5 of
24 Title 1 of the Government Code. The code relating to such public accommodations also
25 require that “when sanitary facilities are made available for the public, clients, or
26 employees in these stations, centers, or buildings, they shall be made available for
27 persons with disabilities.
28

1 4. Reasonable attorney's fees, litigation expenses, and costs of suit in this
2 action;

3 5. Prejudgment interest pursuant to California Civil Code § 3291; and

4 6. Such other and further relief as the Court deems just and proper.

5 **DEMAND FOR TRIAL BY JURY**

6 Pursuant to Rule 38(b) of the Federal Rules of Civil Procedure, Plaintiff hereby
7 demands a trial by jury on all issues so triable.

8
9 Dated: December 29, 2023

SO. CAL. EQUAL ACCESS GROUP

10
11
12 By: /s/ Jason J. Kim
13 Jason J. Kim, Esq.
14 Attorneys for Plaintiff
15
16
17
18
19
20
21
22
23
24
25
26
27
28